

FILE IN E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4702

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 54832

Date: 8/25/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Esther Marie**

**Capps**

Account Name:      Esther Marie Capps

Home: [REDACTED]

Street:      [REDACTED]

Work: (000) 000-0000

City:      Sun City

CBR:

State:      AZ      Zip: 85373-2137

is:

Utility Company:      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

Duane and Esther Marie Capps

[REDACTED]  
Sun City, AZ 85373-2137

Arizona Corporation Commission  
Utilities Division  
1200 W. Washington  
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

AUG 29 2006

DOCKETED BY	NR
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AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 AUG 29 A 10: 06

RECEIVED

RE: DOCKET # E-01345A-05-0816]

Good Morning!

I respectfully request that you take the following information into consideration with respect to the Arizona Public Service (APS) request for a Rate Increase.

In mid July, it became apparent that the Air Conditioning/Heating Roof Unit on our home needed to be replaced. Please note that we have had twice a year inspections/maintenance of the unit, all of which noted no immediate problem, but the unit was old, and did not meet the 1 January 2007 SEER requirements. APS has advertised that it, via its website, can/will provide a list of APS approved (qualified) contractors. Attached is a copy of a portion of my 31 July 06 website request to APS for information to lead me to the link which MIGHT provide contractor names rather than the APS direction to contact the Arizona Electric League for contractors. The answer from APS dated 7 August 06 also is included (it is first portion of 2-page document).

Without any APS list, we did our own Requests for Proposals, and on the 7th August signed a contract with a reputable contractor, and the new unit was installed on the 11th of August.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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I would submit that APS advertising is misleading. If APS is not truthful in its advertising, is APS truthful in its reasons for a rate increase?

The APS rate increase request requires a fair and equitable recommendation from the Utilities Division staff, and an ultimate decision by the Commission which reflects the integrity of its members.

Sincerely,  
Esther Marie Capps

EMC:  
\*End of Complaint\*

### Utilities' Response:

N/A  
\*End of Response\*

### Investigator's Comments and Disposition:

08/25/05-I spoke to the customer this day and thanked her for correspondence. I told that I would document her letter, so it becomes public record and also put a copy in the APS rate case file E-01345A-05-0816. CLOSED.

\*End of Comments\*

Date Completed: 8/25/2006

Opinion No. 2006 - 54832

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